



101 663 740

Patent

Attorney's Docket No. 1025000-000073

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent of )  
Thomas Howard Bateman et al. )  
Patent No.: 7,159,043 )  
Issued: January 2, 2007 )  
Title: METHOD AND SYSTEM FOR )  
COORDINATING DATA AND VOICE )  
COMMUNICATIONS VIA CUSTOMER )  
CONTACT CHANNEL CHANGING )  
SYSTEM )

**Certificate**  
MAR 21 2007  
**of Correction**

## REQUEST FOR CERTIFICATION OF CORRECTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Issuance of a Certificate of Correction for the above-captioned patent is respectfully requested in accordance with the accompanying Form PTO-1050 (submitted in duplicate).

- ☐ The requisite government fee of \$ 100:
- ☐ is submitted herewith;
  - ☐ is authorized to be charged to Deposit Account No. 02-4800; or
  - ☐ charge to credit card. Form PTO-2038 is attached.
- ☒ It is believed that payment of a fee is unnecessary.  
A copy of the Issue Fee Transmittal as filed.

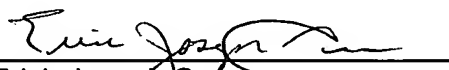
The Director is hereby authorized to charge any appropriate fees under 37 C.F.R. § 1.20(a) that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in duplicate.

Respectfully submitted,

BUCHANAN INGERSOLL &amp; ROONEY PC

Date: March 19, 2007

By:

  
Erich Joseph Gess  
Registration No. 28510

P.O. Box 1404  
Alexandria, VA 22313-1404  
703 836 6620

**Buchanan Ingersoll & Rooney PC**  
Attorneys & Government Relations Professionals

MAR 21 2007

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,159,043  
DATED : January 2, 2007  
INVENTOR(S) : Thomas Howard Bateman et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

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Please correct the title to read as follows:

--METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER  
CONTACT CHANNEL CHANGING SYSTEM--

Please correct the Assignee to read as follows:

--Innovatia, Inc. St. Johns, Canada--

Please correct the Abstract, line 3 to read as follows:

"as live center ACD' should read --as live call centre ACD—

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MAILING ADDRESS OF SENDER:

PATENT NO. 7,159,043

BUCHANAN INGERSOLL & ROONEY PC  
P.O. Box 1404  
Alexandria, VA 22313-1404

No. of additional copies



SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

MAR 21 2007



Patent  
Attorney's Docket No. 1025000-000073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of	)	<b>MAIL STOP ISSUE FEE</b>
Thomas Howard Bateman et al.	)	Confirmation No.: 2659
Application No.: 10/663,740	)	
Filing Date: September 17, 2003	)	
Title: METHOD AND SYSTEM FOR	)	
COORDINATING DATA AND VOICE	)	
COMMUNICATIONS VIA CUSTOMER	)	
CONTACT CHANNEL CHANGING	)	
SYSTEM	)	

**PAYMENT OF ISSUE FEE AND PUBLICATION FEE  
AND AUTHORIZATION TO CHARGE DEPOSIT ACCOUNT FOR ANY DEFICIENCY**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Attached is an Issue Fee Transmittal form (form PTOL-85). The Director is hereby authorized to charge any fees under 37 C.F.R. §§ 1.18, 1.19, and 1.21 that may be required by the attached Issue Fee Transmittal Form or in connection with the publication of this application, and to credit any overpayment, to Deposit Account No. 02-4800.

This paper is being submitted in duplicate.

Respectfully submitted,

BUCHANAN INGERSOLL & ROONEY PC

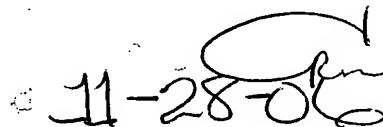
Date: November 28, 2006

By:

  
E. Joseph Gess  
Registration No. 28510

P.O. Box 1404  
Alexandria, VA 22313-1404  
703 836 6620

MAR 21 2007



## PART-B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: **Mail** Mail Stop ISSUE FEE  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, Virginia 22313-1450**  
**or Fax** (571)-273-2885



INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.

21839 7590 08/31/2006

BUCHANAN, INGERSOLL & ROONEY PC  
 POST OFFICE BOX 1404  
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## Certificate of Mailing or Transmission

I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/663,740	09/17/2003	Thomas Howard Bateman	025000-073	2659

TITLE OF INVENTION: METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$300	\$0	\$1700	11/30/2006

EXAMINER	ART UNIT	CLASS-SUBCLASS
STOYNOV, STEFAN	2116	710-006000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
- (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

Buchanan Ingersoll & Rooney

2. \_\_\_\_\_  
 3. \_\_\_\_\_

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Innovatia, Inc.

St. Johns CA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☒ Issue Fee
- ☒ Publication Fee (No small entity discount permitted)
- ☒ Advance Order - # of Copies 2

4b. Payment of Fee(s): (Please first reapply any previously paid issue fee shown above)

- ☐ A check is enclosed.
- ☒ Payment by credit card. Form PTO-2038 is attached.
- ☒ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number 02-4800 (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature

*E. Joseph Gess*

Date November 28, 2006

Typed or printed name

E. Joseph Gess

Registration No. 28510

MAR 21 2007

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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